Clear Cache and Cookies in Web Browsers

Here is a list of the most common web browsers and how to clear cache and cookies (also known as temporary files). Don't know what web browser you are using? Visit whatsmybrowser.org and then return to this document.

What does clearing my cache and cookies do?

Generally, clearing your browser's cache and cookies "resets" your web browsing experience. This removes any old information that could be stored in your browser, especially if a website or web application has made recent, major changes. This generally logs you out of most websites, but does not usually remove web browsing history or bookmarks/favorites.

- Google Chrome for Windows/Mac
- Safari for Mac
- Mozilla Firefox
- Edge for Windows
- Internet Explorer for Windows
- Safari for iOS
- Chrome for Android

Google Chrome for Windows & Mac

1. With the Chrome Browser open and selected, press the following keyboard shortcut on your keyboard:
   - Windows: **ctrl-shift-delete**
   - Mac: **command-shift-delete**
2. Set the **Time range** drop-down box to be **All time**.
3. Check the following recommended options and then press **Clear Data**.
   - **Cookies and other site data**

○ **Cached images and files**

Clear browsing data ✕

Basic	Advanced

Time range   All time ▼

☐ Browsing history
Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.

☑ Cookies and other site data
Signs you out of most sites.

☑ Cached images and files
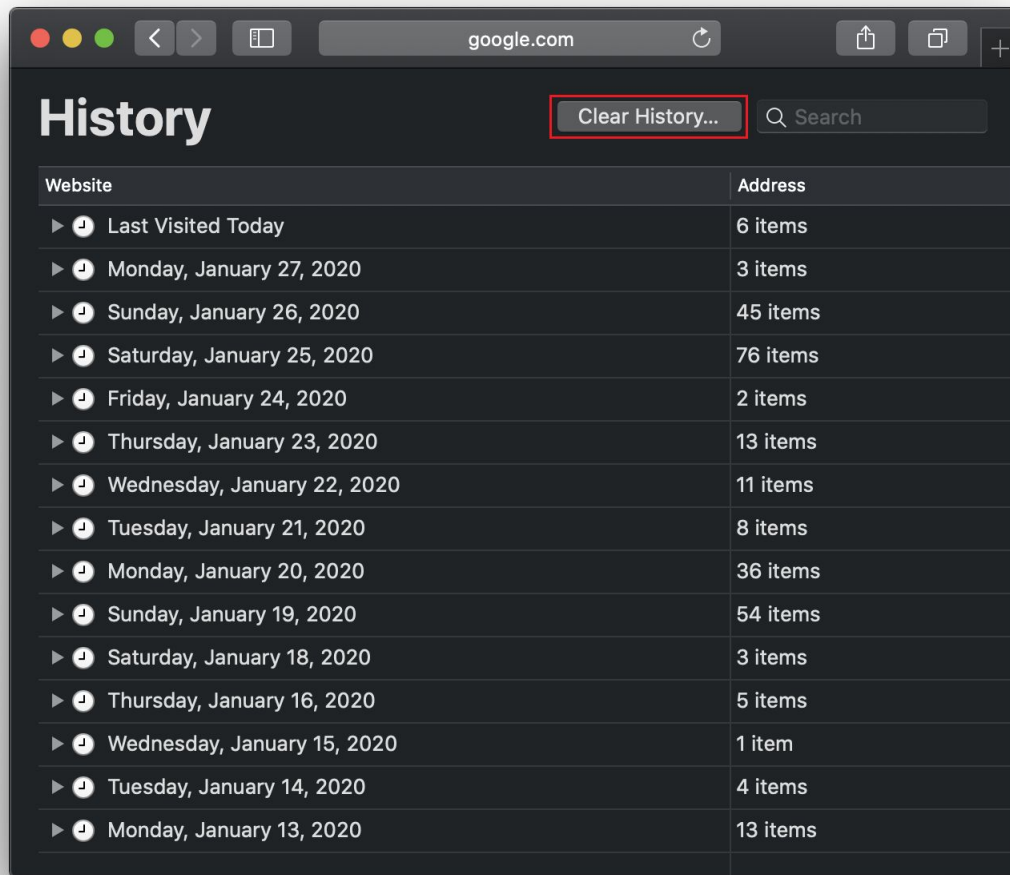Frees up 350 MB. Some sites may load more slowly on your next visit.
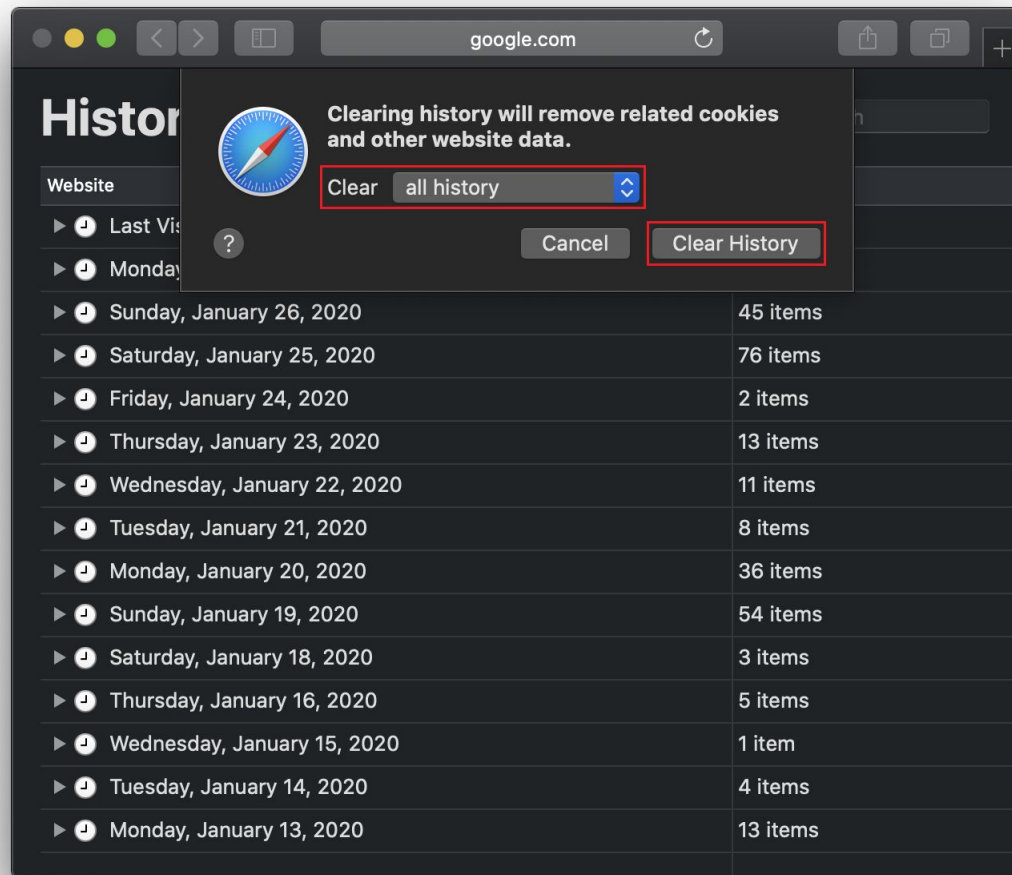
CANCEL   **CLEAR DATA**

Safari for Mac

1. With the Safari browser selected, press **command-Y** on your keyboard.

2. On the browser history page that opens, select the **Clear History** button.

3. Change the **Clear** drop-down box so that it reads **all history** and then click **Clear History**.

Firefox for Windows and Mac

1. With Firefox browser selected, press the following keyboard shortcut on your keyboard:
   - Windows: **ctrl-shift-delete**
   - Mac: **command-shift-delete**

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2. Next, change the **Time range to clear** to **Everything** and then select the checkbox next to any of the items that you wish to clear. We recommend choosing **Cookies**, **Cache**, and **Active Logins**.
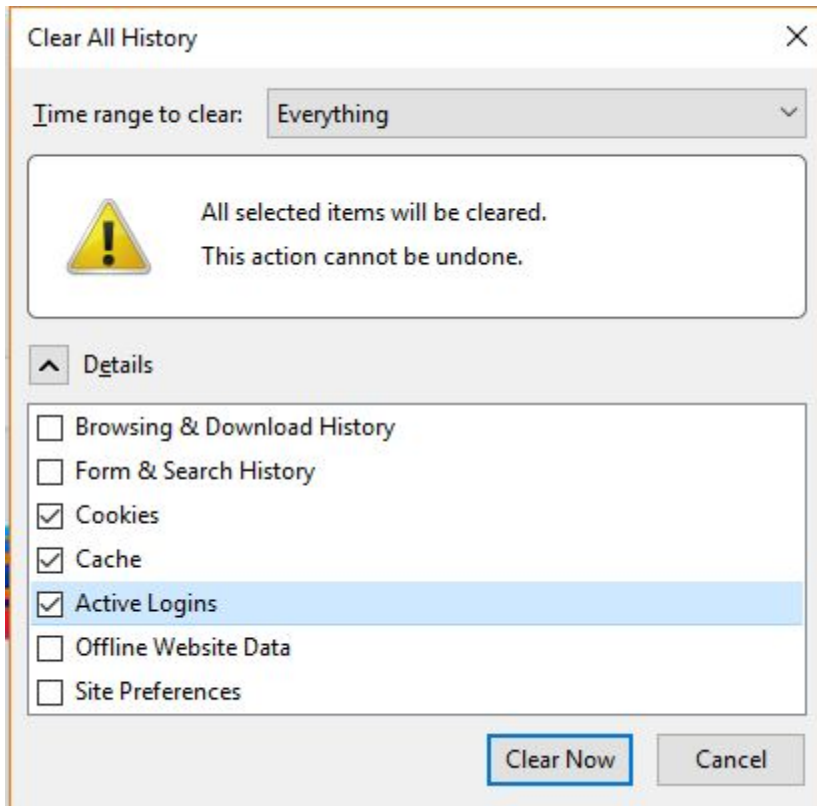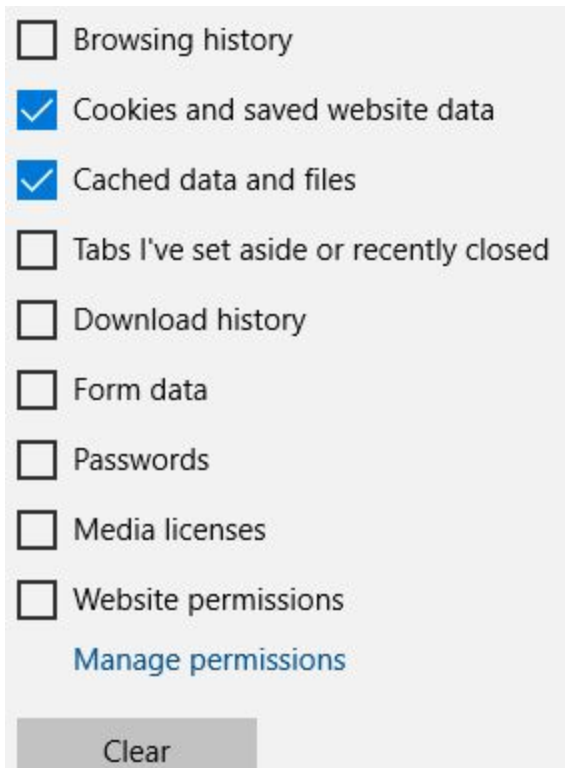

3. Finally, select the **Clear Now** button. The window will close and the items you've selected will be cleared.

Microsoft Edge

1. With the Edge browser selected, press the following keyboard shortcut on your keyboard:
   - **ctrl-shift-delete**

2. Select what items to clear. We recommend selecting **Cookies and saved website data** and **Cached data and files**.

3. Select **Clear**.

Internet Explorer

Microsoft no longer recommends Internet Explorer for general purpose use. If you are using Internet Explorer as your primary web browser, NAU ITS would recommend that you switch to one of the other browsers listed on this page. Internet Explorer should only be used as a "compatibility solution" (i.e. if you need to use an application that only works in Internet Explorer, then do use Internet Explorer for that application. But otherwise, it is not recommended for general, every-day use).

If you need to clear the cache of Internet Explorer, here are the steps to do so.

1. With the Internet Explorer browser selected, press the following keyboard shortcut on your keyboard:
    -   **ctrl-shift-delete**

2. Choose what you want to delete. We recommend selecting **Preserve Favorites website data**, **Temporary Internet files and website files**, **cookies and website data**. Then select **Delete**.

Safari for iOS

1. Open the **Settings app** on your iPhone or iPad.
2. Select **Safari**.

3. Select **Clear History and Website Data**.
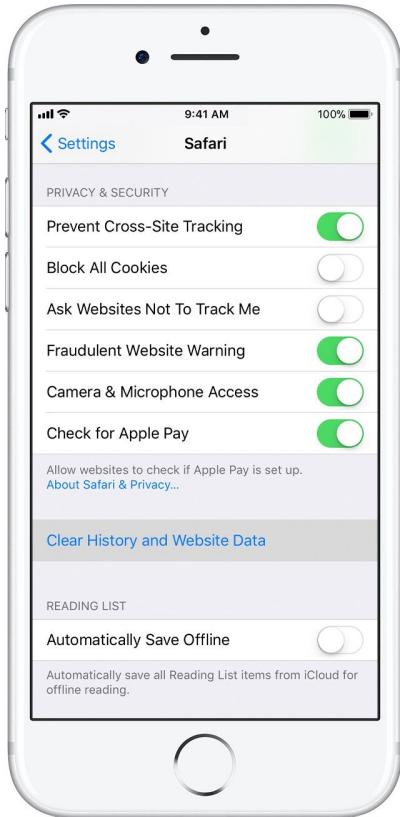
4. Select **Remove All Website Data**. *(When there's no history or website data to clear, the setting turns gray. The setting might also be gray if parental controls are set for websites.)*

Chrome for Android

1. On your Android phone or tablet, open the Chrome app 🌐 .
2. Tap More ⬜ ⟩ **Settings**.
3. Under "Advanced," tap **Privacy** ⟩ **Clear browsing data**.
4. Choose **All time**.
5. Select the types of information you want to remove. We recommend checking **Cookies and other site data** and **Cached images and files**.
6. Tap **Clear data**.